

Policy 2: Privacy Policy and Procedure

Purpose

To ensure that the information collected from students and staff is treated in accordance with Information Protection Principles (IPP) and Australian Privacy Principles (APP) which govern the collection, storage, handling, accessing, amendment, management, transfer, use or disclosure of personal information outlined in the legislations (Privacy Act 1988 (Cth) and Information Privacy Act 2009 (Qld)).

Scope

This policy and procedure applies to all stakeholders of ACU.

Definitions

The following definitions are extracted from relevant Information and Privacy Acts.

Identification information about an individual means:

- the individual's full name; or
- an alias or previous name of the individual; or
- the individual's date of birth; or
- the individual's sex; or
- the individual's current or last known address, and 2 previous addresses (if any); or
- the name of the individual's current or last known employer; or
- if the individual holds a driver's licence—the individual's driver's licence number

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not

Sensitive information means

- information or an opinion about an individual's:
 - racial or ethnic origin; or
 - political opinions; or
 - membership of a political association; or
 - religious beliefs or affiliations; or
 - philosophical beliefs; or
 - membership of a professional or trade association; or
 - membership of a trade union; or
 - sexual orientation or practices; or
 - criminal record; that is also personal information; or
- health information about an individual; or
- genetic information about an individual that is not otherwise health information; or
- biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- biometric templates

Personal privacy means privacy of personal information

Unique identifier means an identifier (usually a number) assigned by an organisation to an individual uniquely to identify that individual for the purposes of the operations of the organisation.

Policy

1. Collection

- 1.1 ACU will not collect personal information unless the information is necessary for one or more of its functions or activities.
- 1.2 All information will be obtained by lawful and fair means and not in an unreasonably intrusive way.
- 1.3 All the applications and forms, hard copy or online, are self-explanatory about the purpose; and where relevant, a brief disclaimer is included to inform the person.
- 1.4 On request by a person, ACU takes reasonable steps to let the person know, generally, what sort of personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information.
- 1.5 As far as practicable the personal information related to that person will be collected only from that the person, however, for operational or emergency reasons ACU may collect information from other listed contacts.
- 1.6 ACU will not collect sensitive information about an individual unless:
 - a. the individual has consented or
 - b. the collection is required under law or
 - c. the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual
 - d. the individual physically cannot communicate consent to the collection
- 1.7 Sensitive information may be collected for research, analysis of statistics and for the purpose of providing government funded education services.

2. Use and disclosure

- 2.1 ACU will use and disclose the information only for the primary purpose for which it is collected unless the secondary purpose is linked to the primary.
- 2.2 The information collected from the person(s) may be used, as directed by the state or Commonwealth government and ACU, and be disclosed to
 - Government authorities (centre link/department of human services)
 - Regulatory body (ASQA)
 - Department of Education (Commonwealth and State)
 - Tuition assurance scheme operators (ACPET)
 - Staff/persons and departments associated with delivering the service to that person(s)
 - Marketing and designing department of ACU to be published in internal news bulletins, magazines or websites and
 - Other service providers/industry experts for validation/consultation and compliance purposes.
- 2.3 Consent to use or disclose the information is obtained either at the time it occurs or at the time of enrolment or joining ACU.
- 2.4 Where it is not a legal/contractual requirement to use and disclose the information, the person may say "No", in which case ACU will take necessary action to protect and respect their privacy.
- 2.5 ACU may use or disclose personal information, if it reasonably believes that the use or disclosure is necessary to lesson or prevent a serious and imminent threat to an individual's life, health, safety or welfare or serious threat to public health, public safety, or public welfare and keep a record of such disclosures.
- 2.6 ACU respects the confidentiality of the information and takes good caution when the information is used or disclosed with other parties and maintains anonymity when required and requested by the concerned person.
- 2.7 ACU may transfer an individual's personal information to an entity outside Australia only (a) if the individual agrees to the transfer; or (b) the transfer is authorised or required under a law and after

3. Security and Storage

- 3.1 ACU will make every possible effort to keep the personal information current and accurate, however it is the person(s)'s responsibility to inform and update their personal information held in ACU's records and systems.

- 3.2 Any change of personal details must be reported to ACU as soon as practicable with required evidences specified in the relevant forms.
- 3.3 All confidential and sensitive information collected is stored and saved in a secure location with limited/restricted access in order to protect the information from misuse and loss and from unauthorised access, modification or disclosure.
- 3.4 Any sensitive information with regards to the staff are stored in the Director's office in a locked up filing cabinet and students' sensitive information is stored securely in the Operation's Manager office or in the students' filing cabinet in a separate file.
- 3.5 Any confidential information that is no longer needed for any purpose will be disposed in a locked confidential bin and sent to be destroyed or permanently de-identified.

4. Access and correction

- 4.1 On request ACU will provide access to their personal information except to the extent that:
 - a. Providing access would pose a serious and imminent threat to the life or health or
 - b. Providing access would have an unreasonable impact on the privacy of other individual or
 - c. The request for access is frivolous or vexatious or
 - d. Providing access would be unlawful
- 4.2 If access to the personal information is denied ACU will explain the reason as to why the access was denied.
- 4.3 If the information held in ACU systems and records is incorrect and inaccurate and the individual identifies them, ACU will update the information on production of documentary evidences for the correct information.
- 4.4 If the documentary evidences already produced are correct and it was a human error, ACU will fix it without having to request for any additional document.

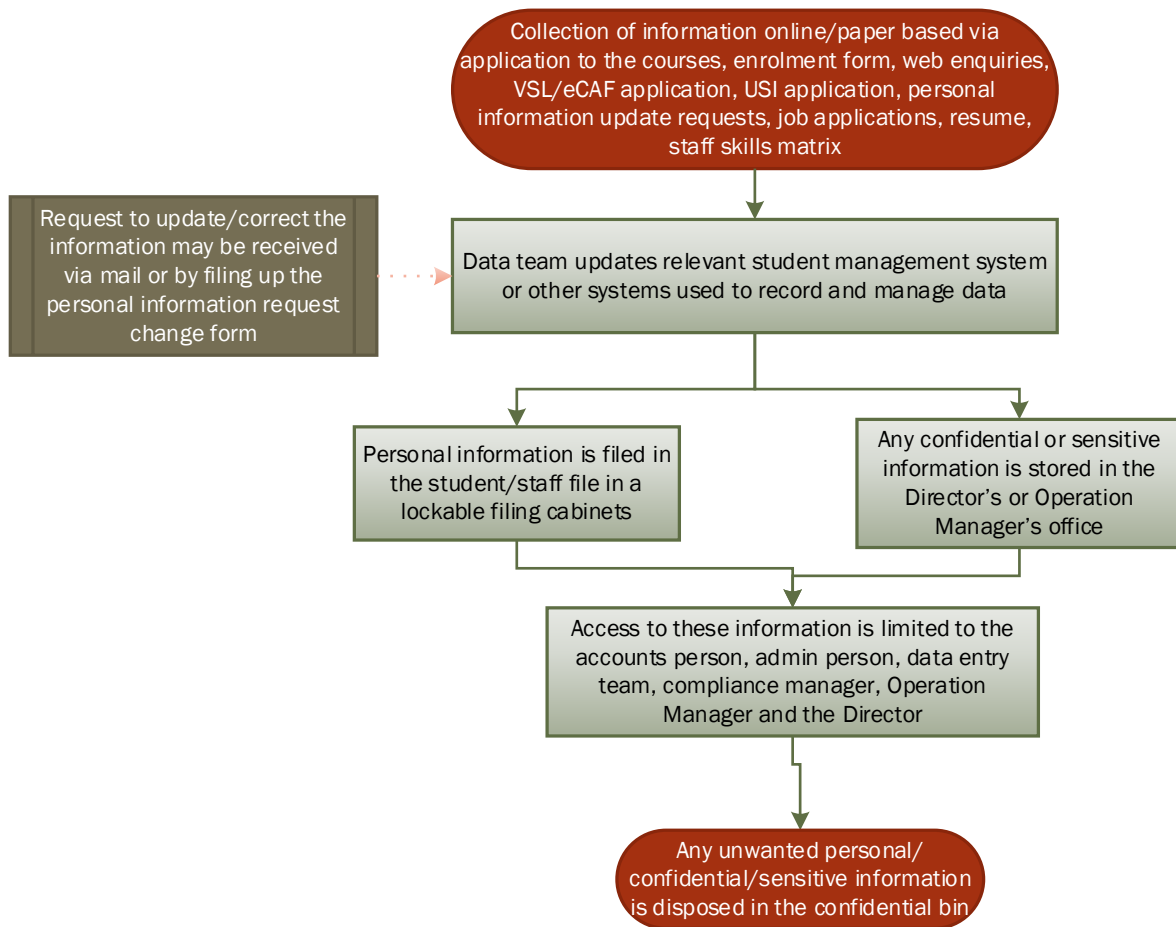
5. Verification of documents

- 5.1 ACU collects number of documents as evidence to support your claim for eligibility for funding, credit transfer, absence (medical certificate) and other documents as necessary.
- 5.2 Where ACU deems it necessary ACU staff may contact the agencies issuing the certificates or documents to verify the authenticity of the documents.

Procedure

1. Any breach of this policy or privacy complaints must be reported in accordance with the complaints and appeals policy and procedure.
2. Information is collected through application (online/paper based) to the courses, enrolment form, web enquiries, VET Student Loans (VSL)/eCAF application, USI application, personal information update requests, job applications, resume and staff skills matrix.
3. Students and staff may also request to update the information for accuracy and correctness
4. Data team updates the relevant student management system or other systems used to record and manage data for staff and students.
5. Personal information is filed in the student/staff file in a lockable filing cabinets.
6. Any confidential or sensitive information is stored in the Director's or Operation Manager's office.
7. Access to this information is limited to the accounts person, admin person, data entry team, compliance manager, Operation Manager and the Director.
8. Any unwanted personal/confidential/sensitive information is disposed in the confidential bin and sent away for safe and secure disposal.

Process of collection and management of personal information



Version History	Detail of update
Version 1.4	Rebranded to ACU College